

External User: How to Reset Your Password

Objective

To provide a detailed procedure for external users to reset their password to their DGS Pathways account.

Step	Action
1	Click the link to visit the DGS Pathways website.
	https://learning-dgs.csod.com/login/render.aspx?id=orim
2	From the Welcome page, select the Forgot Password.
	Exercise Description Description
3	In the Email field, enter your email address. Check the box that says
	I'm not a robot to complete the "reCAPTCHA". Click Submit.
	Please enter your email with which your profile was created.
	Email:
	l'm not a robot
	Privacy - Terms
	<u>Submit</u>



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4	Click OK. Pathways will then send you an email to your email inbox.
	Forgot password?
	A request to reset your account password was received. If the account is valid and active, the password reset email will be sent to your on-file email address in a few moments. For additional assistance, please contact your system administrator. Thank you.
	ΟΚ
5	which contains reset password link. Click onto the reset password link.
	Note: If you do no see the email in your inbox, please check your spam folder.
	e noreplyPathways@dgs.ca.gov to me ★ This is a system generated notification, please do not reply.
	LEARN. GROW. CHANGE. REPEAT.
	To complete your registration, please click on the link to verify your email address. <u>https://learning-dgs.csod.com/selfreg/SelfRegActivation.aspx?&token=b523e464-6ce2-44ba-a19e-1948694aec81&corp=learning-dgs&uid=20541 If you have any questions please contact DGSUniversity@dgs.ca.gov.</u>
	Thank you, DGS University



6	Enter your new password in new password field and click Submit.
	Reset Password
	* Passwords must contain both upper and lower case letters.
	* Passwords must contain alpha <u>and</u> numeric characters.
	* Passwords cannot be the same as the previous 12 passwords.
	* Passwords must be 8 - 20 characters.
	 Passwords cannot have leading or trailing spaces.
	* Passwords cannot be the same as the Username, User ID, or email address.
	* Passwords must contain at least one special character.
	* New password
	* Confirm password
	Cancel Submit
	Cancer
7	Please return to the login page (https://legrning-
-	day cond com/login/render grav2id=orim) and enter your new
	ags.csod.com/login/render.aspxvid=onm/ and enter your new
	credeniidis.
	PATHWAYS S
	LEARN. GROW. CHANGE. REPEAT.
	Welcome to DGS Pathways Learning Portal. Please sign
	in to access your learning.
	Email
	Password
	Log In
	DGS Employees: Click to Login
	Don't have an account? Click Here
	Forgot Username? Forgot Password?
	Need help? Click here to review information guides.
	If you are still in need of assistance, please contact DCSI initiation of the second o
	boomidanyedysta.yov.